

## COINS EVALUATION PANEL

### Agenda

24 April 1968, 1330 hours  
Room 517, Ames Center Building  
1820 N. Fort Myer Drive, Rosslyn

1. Approval of minutes of 4 April.
2. Draft portions of the plan for panel discussion
  - a. User log form (final draft ready for trial)
  - b. Statistical analysis of performance data
  - c. Statistical analysis of use and user reaction data  
(from the logs)
  - d. In-depth interviews
  - e. Environmental conditions affecting use
3. Other data acquisition and analysis efforts that would be desirable in connection with system evaluation.

### Please note:

Discussion of draft portions of the plan would be greatly facilitated if copies could be distributed and read before the next meeting. If any of you have your drafts ready in time for prior distribution, please send copies directly to panel members. (A revised membership list is attached.)

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10 April 1968

COINS EVALUATION PANEL

Minutes of Meeting of 4 April 1968

0930-1130 hours, Ames Center Building, Rosslyn

Present



as NPIC member of the panel. (A revised membership list is attached.)

1. Approval of minutes. The panel approved the minutes of the meetings of 7 March and 21 March 1968.

2. Panel's response to CODIB on the COINS files question.

[redacted] presented to CODIB on 3 April 1968 the panel's response to the question as to whether its data gathering and analysis plan could be restricted to the set of ten files recommended by the CODIB Panel on Files for Use in COINS. She reported that the panel's comments were well received. A brief statement [redacted] had prepared (as background information for CODIB) on the meaning and purpose of evaluation in connection with COINS was distributed to members of the Evaluation Panel, who concurred in the statement.

As a result of a suggestion by [redacted] at the CODIB meeting, the Chairman of CODIB asked that the COINS Evaluation Panel look into the possibility that the methodology being developed by the panel might be used to study agency systems as well as the COINS system. Panel discussion of this request indicated agreement on the following response, which the chairman will transmit [redacted]

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Except for the effects of competing agency system activity on performance of the COINS system, the study of agency systems is outside the purview of the COINS Evaluation Panel. Although it would be pleased to have its data-gathering and data-analysis methods used by agencies in studies of their own systems, the panel believes that inquiries concerning the possibility should be deferred until the methods have been fully developed, approved, and tested out in practice for a brief period; and that such inquiries could more appropriately be made by a higher level body. ))

3. Outline of the panel's report and plan. The outline the chairman had distributed prior to the meeting was discussed and adopted with some amendments. [ ] suggested that the introductory portion should include a description of the system, and the panel agreed. He inquired whether a technical evaluation of the COINS software by a competent data systems analyst should be considered; [ ] commented that this task falls within the responsibility of the Computer and Communications Interface Panel. It was agreed that reference to exclusion of this task might be made in the "scope" section of the introductory portion of the Evaluation Panel's plan. [ ] suggested, and agreed to draft, expository material on the following topics for possible inclusion in the introduction or in an appendix to the panel's plan: an over-all information system and its major subsystems, as contrasted with the COINS system on which we are proposing to gather data; and definition of the concept of utility, or value, with respect to an on-line system for using data in files, means of measuring utility so defined, and reasons why such measurements on COINS do not appear feasible.

4. Status of components of the plan.

a. User log form. Provision for the reference number has been added: and [ ] has been working on the overlay for the form that will be used by coders of the responses. A final draft of the form will be ready for panel consideration at the next meeting, and will then be tried out on some users.

b. Statistical analysis of performance, use, and user reaction data. Work has been done by members of the panel subgroups on plans for statistical analysis, and drafts of at least

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portions of the plans will be ready for panel consideration at the next meeting.

c. In-depth interviews. A first draft of the detailed plan will be prepared for panel consideration at the next meeting.

STAT d. Environmental conditions affecting use. Mr. [ ] had drafted and distributed a form to be used in gathering information from the agencies on number and locations of terminals, operator assistance, training, etc. Panel discussion resulted only in the suggested addition that the agencies be asked to supply information on the length and content of the training courses. Mrs. [ ] asked about the desirability of obtaining information on previous experience of the users with on-line information systems; it was agreed that it would be better to cover this question in the in-depth interviews.

STAT 5. Next meeting. The next meeting will be held at 1330 hours on 24 April at the Ames Center Building, Rosslyn.

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